THE SAVVY CONSUMER COLUMN

Tips on Home Solicitation Sales and the 3-Day Cooling Off Period

Nashville, TN-- If you have ever felt "buyer's remorse", the Home Solicitations Act of 1974, often referred to as the "3-Day Cooling Off Period," may be of benefit to you.

Home solicitation refers to a door-to-door sale. The seller either invites himself or herself to your home or he or she tries to sell you something in a place other than his or her usual place of business. The consumer has the right, until midnight on the third business day after signing an agreement or an offer of purchase, to cancel the sale.

Situations in which consumers have a right to cancel include:
- If the seller makes the first contact and everything takes place in your home
- If the seller does not have a fixed business location in Tennessee and sells you something from a temporary location

The Home Solicitations Act does not apply to:
- Cash sales less than $25.00
- Motor vehicles and/or farm equipment;
- Insurance or Securities;
- Farm animals, produce or perishable items

Consumers should be aware that home solicitors are required to present a receipt or written agreement that explains the right to cancel as well as the mailing address of the seller. If the consumer does cancel a home solicitation sale according to this act, the seller has ten (10) days to refund any payments. If the seller has already delivered goods to you, he or she has 20 business days to retrieve the goods.

The Tennessee Division of Consumer Affairs is here to help you understand your rights and responsibilities, to resolve complaints through the mediation process, to investigate violations of the state Consumer Protection Act, and to clarify consumer protection laws.

If you need our services, please feel free to call Consumer Affairs toll-free at 1-800-342-8385 or visit our website at www.state.tn.us/consumer.

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